

SHS Legacy County Workflow (Reviewed Version 2.0)

MG = Mark Grijalva, LH = LeAnn Hale, PC = Pranesh Chandra, GS = Ginger Stegman, MD = Myron Dong	
C1.County – Intake, Onlining	<div>Intake, Online of case information into system like Customer Service function</div> <div>County Action: Collect information , notice of action</div> <div>County Action: Online Input of case information. System Input: Case information, date , name , etc...</div> <div>System Action: Saves case information to database and sets case number</div> <div>New case will show on the unscheduled case report</div> <div>System Action: Appeals case listing report (this report shows more detail)</div> <div>CDSS Action: upload report into SFT for each county Overall 2 hours, MG</div>
C2.County - Update cases	<div>Update cases based on claimant or ALJ request (not all counties perform this function, most communicate information to CDSS) to update.</div> <div>(Security enhancement) County Action: Look up Case. System Input:: County Region, date range, 07 screen</div> <div>System Action: open case information screen</div> <div>County Action: Input new or modify case information</div> <div>County Action: edit or update case information 20 min, MG 15 mins, PC</div>
C3.County – Create SOP for each hearing	<div>Create Statement of Position (SOP) to the physical case file</div> <div>County Action: Look up Case. System Input:: County Region, date range</div> <div>System Action: open case information screen</div> <div>County Action: Add SOP information in narrative</div> <div>County Action: Add SOP information to physical case file (enhancement upload capability) 30 min, MG</div>
C4.County – Upload SOP's to case file	<div>Add Statement of Position (SOP) to system case file (upload PDF?) and add narrative</div> <div>County Action: Look up Case. System Input:: County Region, date range</div> <div>System Action: open case information screen</div> <div>County Action: Upload SOP to system, (enhancement upload capability)</div> <div>County Action: Add SOP information in narrative 30 min, PC, MG</div>
C5.County – Send SOP's to CDSS via SFTP, Fax, email	<div>Send Statement of Position (SOP) to CDSS via SFTP, Fax, email</div> <div>County copy SOP into the SFTP folder, or Fax or Email</div> <div>CDSS copy SOP from the SFTP folder, or Fax or Email and saves on network drive</div> <div>System Action: Allow CDSS to access the document and archive the document</div> <div>(Enhancement, and make this a digital case file)</div> <div>(Go to Operator Action workflow): add this information to the system and narrative if county did not add already. 1 hour, MG</div>
C6.County – sends request to withdrawal	<div>County sends Withdrawal request via call, fax or email.</div> <div>CDSS receives request and if it is fax or email , saves on network drive</div> <div>(enhancement) System Action: Allow CDSS to access the request and archive the request</div> <div>(Go to Scheduler Action workflow): add this information to the system and narrative , change status to process the withdrawal, letters sent 10 mins , PC 15 mins , MG</div> <div>(Enhancement, withdrawal request in drop down)</div>
C7.County – Reviews the schedule case calendar report and updates status (need this two weeks before the hearing date)	<div>(From Operator Process) County receives schedule case calendar report from CDSS to review</div> <div>County Action: determines if case has been heard or not-heard or non-appearance. If heard then access decision document</div> <div>County Action: Marks the case : Heard / not heard Non appearance Postpone / withdrawal</div> <div>County Action: sends back the results in the return calendar</div> <div>County Action: Send the return calendar back to CDSS via SFTP, Fax, email for support staff or RO to update. 1 hour , MG, PC</div> <div>Note that the counties don't use the decision results in the system</div>
C8.County – receives Judge's decision	<div>County receives decision via SFT and follows decision ruling and follows order 10 mins, PC 5 mins, MG</div>
C9.Counties – Send uncalendared case hearing	<div>Scheduller sends uncalendared case listing via SFT email or fax to county every Friday for calendaring four weeks out</div> <div>County Action: determine case scheduling preferences</div> <div>County Action: send to CDSS scheduler via SFTP, Fax, email</div> <div>Enhancement , automate this report to send each Friday to each county.</div> <div>(Go to Scheduler Action) for opening of calendars 1 hour , MG</div>